

Privacy Statement



1. Introduction

Irish Ferries respects your rights to privacy and we are committed to protecting your personal information. The purpose of this privacy notice is to explain how we collect and use personal information

2. Data controller

“Irish Ferries” (“we”, “us”, “our” or “Irish Ferries” in this notice) primarily refers to the passenger business of Irish Ferries Limited, a wholly owned subsidiary of Irish Continental Group plc (“ICG”). Irish Ferries Freight and irishferriesfreight.com are trading names of Irish Ferries Limited. Irish Ferries Limited is the “data controller” of all personal information that is collected and used about our customers for the purposes of Irish and European Union data protection law. Irish Ferries is registered in Dublin, Ireland with registration number 9344 and registered offices at Ferryport, Alexandra Road, Dublin D01 W2F5.

3. How to get in touch

A Data Protection Officer (“DPO”) has been appointed to co-ordinate the collection, use and retention of personal data at Irish Ferries to ensure compliance with the Data Protection Acts, this Policy and related procedures. If you have any questions about this policy or a data subject access request please contact the DPO at dataprotection@icg.ie.

4. The information we process

To provide you with our services, we collect and process various categories of personal information throughout your relationship with us. These include;

- Customer information such as your name, address, card and payment information, contact details, booking location and Internet address, and services provided.
- Passenger information relating to you and your travel companions, such as names, date of birth, age group (adult, child 4-15, infant 0-3), gender, nationality, passport information, and vehicle details.
- Correspondence through emails, text and fax that you have exchanged with us about our services.
- Video footage at our port locations and aboard our vessels.

5. Special Categories of personal information

In some circumstances we may collect information about your health, where you have advised us of particular needs you have including medical, mobility or dietary requirements.

6. How we obtain your personal information

Irish Ferries Freight obtains personal information when you explicitly provide it to us, or information that we gather from your use of our website, your use of our services and the technology you use to access our booking services (for example your booking location, Internet Protocol (IP) address, or telephone number). In certain circumstances you may provide us with personal information relating to other people (for example your other passengers travelling with you). Please ensure that you provide a copy of this Notice to any third party whose personal data you provide to us or have provided to us previously.

7. How we use your personal information

We use your personal information for the following purposes and on the following legal bases.

a) Purpose for processing: To enter into our contract of carriage with you so we can provide you with the ferry services you request. This includes setting up your account, processing and allow you to securely pay for your booking and associated transactions, to make changes to your booking requested by you or to inform you of any changes we make to your booking.

. Legal Basis: This use is necessary in order for us to enter into and perform our contract with you.

We use your personal information for the following purposes and on the following legal bases.

b) Purpose for processing: To prevent fraud and to fulfil our legal and regulatory obligations, for example to maintain and share passenger records necessary for maritime safety, security immigration or customs regulations and laws.

. Legal Basis: In order to comply with our legal obligations.

c) Purpose for processing: To send you marketing emails and news from Irish Ferries or about related services to ones you have previously purchased.

. Legal Basis: We will only send you marketing emails where you have given us your explicit consent to do so or where appropriate on the basis of our legitimate interests.

d) Purpose for processing: To personalise and improve our services and related products and ask for feedback.

. Legal Basis: On the basis of our legitimate interest in operating our business.

e) Special categories of data: We may process information about your health, where you have advised us of particular needs you have including medical, mobility or dietary requirements.

. Legal Basis: We will only do this with your explicit consent.

Please note that you have a right to object to processing of your personal information where that processing is carried on for our legitimate interests.

To unsubscribe from receiving any email promotional material from Irish Ferries Freight, please send us your contact details and we will remove you from our lists, please send the email to unsubscribefreight@irishferries.com.

8. How long we keep your personal information

Irish Ferries Freight will not retain your data for longer than is necessary to fulfil the purpose for which it was originally collected. We will also consider the nature and sensitivity of the data, the volume or size of the data collected as well as our legal obligations, in determining the appropriate retention period for the relevant data set. We anonymise and or delete data that is no longer required. More information on our data retention policies is available on request by contacting our data protection officer at dataprotection@icg.ie.

9. Security

Your privacy and the security of your data is of critical importance at irishferriesfreight.com. When you book online or access your account at irishferriesfreight.com you do so through a secure server. The use of Secure Socket Layer (SSL) technology means that all personal information, such as your credit/debit card and address details, will be encrypted as it travels from your computer to the Irishferriesfreight.com booking system. SSL is an industry-standard method that is used to transmit personal information securely over the Internet. Our use of SSL and digital certificates ensures you are actually sending data to Irish Ferries Freight, rather than a third party, so you can be confident of safely and confidentially completing your reservation. To maintain the accuracy of your data, as well as preventing unauthorized access and correct use of all data, Irishferriesfreight.com uses the appropriate physical, electronic, and governance

measures to secure the data we collect online. Please ensure that you keep your irishferriesfreight.com account details confidential and set a password that is difficult for others to guess.

10. Transferring information overseas

We will only transfer your information if we are legally obligated to do so, or where the other country has laws that adequately protect your information, or where we have imposed contractual obligations on the recipients that require them to protect your information to the same standard as we are legally required to.

11. Sharing information with third parties

At present, we disclose your personal information to some or all of the following:

- a) Service providers such as port check-in and marshalling agents, shipping and maritime service providers, hotel and crewing agents, sub-contractors acting on our behalf to provide system administration services.
- b) Where required by law, to law enforcement agencies, judicial bodies, government entities or regulatory bodies.

12. Your rights

Right of access

You can request a copy of the personal data we hold about you.

Right to Rectification

If you have reason to believe any of the information we collect on you may be inaccurate, and you cannot correct such inaccuracy yourself through your registered account with us, please contact us (see Contact Us above).

Right to Erasure ('Right to be Forgotten')

You have the right to request that your personal data be deleted in certain circumstances including:

- a) The personal data are no longer needed for the purpose for which they were collected;
 - b) You withdraw your consent (where the processing was based on consent);
 - c) You object to the processing and there are no overriding legitimate grounds justifying us processing the personal data;
 - d) The personal data have been unlawfully processed; or
 - e) To comply with a legal obligation.
- f) However, this right does not apply where, for example, the processing is necessary:
- g) To comply with a legal obligation; or
 - h) For the establishment, exercise or defence of legal claims.

Right to Restriction of Processing

You can ask that we restrict your personal data (i.e., keep but not use) where:

- a) The accuracy of the personal data is contested;
- b) The processing is unlawful but you do not want it erased;
- c) We no longer need the personal data but you require it for the establishment, exercise or defence of legal claims; or
- d) You have objected to the processing and verification as to our overriding legitimate grounds is pending.

We can continue to use your personal data:

- a) Where we have your consent to do so;
- b) For the establishment, exercise or defence of legal claims;
- c) To protect the rights of another; or
- d) For reasons of important public interest.

Right to Data Portability

Where you have provided personal data to us, you have a right to receive such personal data back in a structured, commonly-used and machine-readable format, and to have those data transmitted to a third-party data controller without hindrance but in each case only where:

- a) The processing is carried out by automated means; and
- b) The processing is based on your consent or on the performance of a contract with you.

Right to Object

You have a right to object to the processing of your personal data in those cases where we are processing your personal data in reliance on our legitimate interests. In such a case we will stop processing your personal data unless we can demonstrate compelling legitimate interests which override your interests and you have a right to request information on the balancing test we have carried out.

Right to Complain

You have the right to lodge a complaint with the Data Protection Authority, in particular in the Member State of your residence, place of work or place of an alleged infringement, if you consider that the processing of your personal data infringes the GDPR.

13. Terms and conditions of trading

Full information on Irish Ferries standard terms and conditions of carriage of goods for freight services [here](#)

14. Policy changes

This Policy was last updated 01/01/2024. Any minor changes to this notice will be published on our website.